



Date: 06/12/2018

GRIEVANCE REDRESSAL POLICY

INTRODUCTION:

To understand the primary needs of the students and secure civil liberties for everybody, a Grievance Redressal Cell is constituted in the institution according to the guidelines of Goa University. The GRC aims to find out solutions for the problems like, examination related grievances, incidences of ragging and sexual harassment – any kind of physical or mental harassment. Apart from these three areas the grievances redressal cell also looks into the other issues of students. Anyone with a genuine grievance may approach the members of the GRC in person, or in consultation with the officer in-charge of the GRC. Grievances may also be sent through e-mail to the member/officer in-charge of Students' Grievance Redressal Cell.

COMPOSITION:

Grievance Redressal Policy looks into the grievances of the students related to the following issues.

1. Examination related grievances: The institution has a Grievance Committee to address the examination related grievances.
2. Grievances linked to ragging of the students- The institution has an anti-ragging committee and anti-ragging squad to look into the incidences of ragging. However, no incidences of ragging are reported in the institution and the report of Zero Incidences of ragging is forwarded to Goa University every month.
3. Grievances arising out of the sexual harassment of the students: The institution has constituted a sexual harassment committee (Saheli) to prevent the incidents of sexual harassment of the students in the institutions.

OBJECTIVES:

GRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among the all stakeholders in order to maintain a harmonious educational atmosphere in Institute.





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FUNCTIONS:

The grievances from the students are attended promptly on receipt of written grievances from the students. The cell formally reviews all cases and gives report to the higher authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

POWERS:

In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students. In case the members fail to find out any solution then the matter is referred to the principal for final comment on the matter. If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

PURPOSE:

The GRC of college functions with following purposes

1. To ensure a democratic environment in the campus,
2. To inform all the students about their rights and responsibilities,
3. To solve the various personal and educational related grievances of the students,
4. To make the institute student friendly and promote healthy teaching learning environment,
5. To ensure the qualitative as well as quantitative development of institution through GRC.

PROCEDURE:

Following is the procedure followed to redress the grievances of the students.

1. The students may feel free to send their written grievances either by email or can submit their letter in the College Office.





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2. The Grievance Cell will act upon those cases which have been forwarded to it by the principal along with the necessary documents.
3. The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell (Maximum within a period of 5 days).

